

SUMMER 2013 NEWSLETTER

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From the President

Reactions that our spring semesters are almost complete for most of our institutions are likely universally on the order of ‘wheh!’ While our respective professions don’t really have slow times of the year any more, I hope you have some time this summer to let your minds rest.

Members are encouraged to register for our annual meeting, which will be held in Ft. Collins, CO July 17-19, 2013. You may do so through our newly-renovated website, www.rmacrao.org. As with everything she puts herself to do, Sally Page has done a great job in putting together a great program of sessions and speakers for our annual meeting. Thank you, Sally, for all of the work you do for our organization.

Congratulations are also in order for Corey Wahl, who has spent an inordinate amount of time rebuilding/renovating our website, and for just generally making it seem that things just ‘happen,’ without many of us realizing how much behind the scenes work goes into that.

Reuniting with old friends, meeting new people, and learning from each other during sessions are all good reasons for attending the annual meeting. I hope that if you are able to attend you get as much out of it as I have been able to.

And finally, I want to thank Jamie Yarbrough, our Local Arrangements Chair for all of her hard work in putting together this year’s annual meeting.

Once again, I look forward to seeing you in Ft. Collins in July at the annual meeting.

Lane Buchanan, RMACRAO President



Call to Annual Meeting

I, Lane Buchanan, President of the Rocky Mountain Association of Collegiate Registrars and Admissions Officers, do hereby issue the call for the 2013 Annual Meeting to be held July 17-19 in Ft. Collins, Colorado. The annual meeting is the premier event of our association.

This is a tremendous opportunity to share our professional experience with each other, renew longstanding friendships, and support those individuals who are new to the organization and new to the profession. Sally Page, President Elect and Program Committee Chair, has developed a fantastic state of speakers and sessions. I look forward to seeing all of you in Ft. Collins.

Vice Presidents' Reports

Colorado—Jamie Yarbrough

Metropolitan State University of Denver

A move by MSU Denver's Board of Trustees has paved the way for a new athletic complex for varsity sporting events, intramural sports and MSU Denver academic programs.

Eight tennis courts, baseball and softball diamonds, and a soccer/recreation field are slated for a 12.5-acre vacant swath; south of West Colfax Avenue viaduct, adjacent to Shoshone Street, east of I-25; giving MSU Denver a greater presence along the Auraria Campus southern edge. A walking trail will surround the complex's perimeter.

The additional fields will alleviate crowding issues on the University's current playing fields, giving men's and women's soccer teams as well as the University's baseball and softball teams their own turf.

The complex will also greatly improve the area for the surrounding community, turning the vacant land into acreage with sidewalks, lighting and artificial turf. The projected \$12 million project will take place in phases conditional on funds available for construction, starting in January 2013. A Groundbreaking Ceremony is planned for June 5 at 4 p.m.

For more information visit the [MSU Denver Athletics website](#).

University of Colorado Boulder

Our enrollment services area, which consists of eight Enrollment Services Representatives, one Manager and one Assistant Registrar, is in the middle of Microsoft Office training. Through New Horizon's we purchased 6-months of unlimited training sessions for our team. The trainings can be taken at the New Horizon's facility in South Denver, or taken online. The online classes use a virtual classroom, and with dual monitors, the students can see the instructor's lessons on one monitor and use the other monitor to practice skills in a lab environment. The Microsoft classes include Word, Excel, PowerPoint, Outlook, and Access at a variety of skill levels. All classes come with printable step-by-step instructions, and are recorded and can be re-watched. Students participate via typing in comments or by talking over a headset with a microphone. Below are some of the tactics we have used to get the most out of the New Horizon trainings:

1. We make it fun! We set up a training room in our office with multiple computers with dual monitors and provided all students with their own headsets. It is much more fun to be in an online class with other people in the room, this helps when someone needs help with the material or with their computer.
2. We proudly display our newly acquired skills! For example, one team member has already led a group training on "How to Access New Horizons Courseware Materials" and used her recently learned PowerPoint skills to create the training.
3. We share! Over the course of the next year, each team member will lead at least one group discussion/training session on a new skill and how it has impacted their ability to do their job. These presentations will use real life work examples (on a projector and large screen) and will detail

how the skills improved their performance and increased efficiencies. Our Assistant Registrar has utilized pivot table skills to illustrate how many customer interactions each team member within enrollment services had recorded in our metrics software. Seeing the information in this manner helped the team to understand how important recording their customer statistics really is.

4. We cross-train! When team members are training to learn another area within our unit, we encourage the trainee to look at the trainer's desk with a fresh set of eyes, and to consider how the desk might be made more efficient, and to always ponder how our Microsoft skills can be used to do so.

Our team is looking forward to our group presentations and learning about all of the uses and efficiencies implemented in our various areas (withdrawal, transcripts, graduation and diploma, COF, Study Abroad, student supervision, and management) from the trainings. In addition to increasing our productivity, and individual skills, sharing how the trainings impacted our areas is also a great way for team members to practice giving group presentations. We are only half-way through the trainings and are already feeling the time-saving and enjoying the professional development.

University of Denver

The largest financial gift in University of Denver history will go toward the construction of a new campus home for engineering and computer science.

Chancellor Emeritus Daniel Ritchie has donated more than \$27 million to build the Daniel Felix Ritchie School of Engineering and Computer Science, which will be named for his father.

The 110,000-square-foot building on the south side of campus also will house the new Knoebel Center for the Study of Aging. It is slated to be completed in early 2015.

The new building is part of a new interdisciplinary Science, Technology, Engineering and Mathematics (STEM) initiative at the University that will address societal needs of the 21st century and prepare globally competitive graduates for business and entrepreneurship. The Daniel Felix Ritchie School of Engineering and Computer Science will bring together multiple complementary STEM activities and research already taking place on campus.

Additional funding for the new engineering building comes from Betty Knoebel, widow of Denver food-service pioneer Ferdinand "Fritz" Knoebel, and the late Bill Petersen (BSEE '69), an alumnus of the DU School of Engineering. The gifts will allow the University to increase student scholarships, faculty support, industry partnerships and experiential learning programs.

New Mexico—Jacobo Varela

Central New Mexico Community College

CNM is currently leading the way in implementing a directive that will align all nursing curriculum at public institutions in NM. The new curriculum will be phased in beginning Spring 2014. CNM will be opening an Early College High School this fall on their main campuses with a curriculum that focuses on dual credit opportunities.

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Vice Presidents' Reports (continued)

Dona Ana Community College

DACC has successfully moved all of Student Services to the Student Services to the East Mesa facility in Las Cruces. These services include Admissions, Advising, Career Services, Counseling, Registration and Financial Aid.

Eastern New Mexico University

A new dean for the College of Business has been named. Dr. Janet Buzzard was named the new Dean in early May. Dr. Buzzard was a tenured associate professor in the College of Business from 1996-2005.

Institute of American Indian Arts

IAIA broke ground for a new Administrative Services and Welcome Center Building. This new building will house student support services and administrative offices. Additionally, it will include a gallery space to display donated and student artwork. The planned facility will be a green built, LEED certified (Gold) building.

Luna Community College

LCC celebrated the opening of a new state of the art simulation lab that will help nursing students simulate real world equipment and patient situations.

New Mexico Highlands University

NMHU has opened a new Geospatial Technology Lab. Funded by the USDA, NMHU is the first university in the state to provide this type of lab for classroom instruction as well as research. The lab allows for advance map-making using 3-D terrain modeling, high-precision global positioning, and GIS.

New Mexico State University

NMSU would like to congratulate former RMACRAO Board member Denise Esquibel for her academic accomplishments. Ms. Esquibel received an Interdisciplinary Ph.D in Educational Administration and Curriculum and Instruction.

Santa Fe Community College

SFCC set a record this spring! SFCC graduated the highest number of students in its history spring. This will also represent the largest number of students that have walked across the stage to receive their degrees and certificates.

Wyoming—Stacy Maestas

Sheridan College

Sheridan College is excited as construction continues this summer. The new Edward Whitney Academic Center is set to open in August. Renovation of the Thorne Rider Student Center has begun and will double in size. Other construction plans include the large animal science center and the expansion of the Tech Center.

Travel Grants

Congratulations to the following AACRAO travel grant recipients:

- Lois Frederick, Colorado State University
- Daniel Robert, University of Colorado Boulder

**Looking Back:
Historian's Report**

by Nolan Oltjenbruns

From deep within the RMACRAO archives comes this fascinating look into our past. In this issue's Historian article, I'm sharing excerpts from a keynote speech at the 1964 CWACRAO Annual Meeting. (CWACRAO, in case you're unaware, was the Colorado/Wyoming Association of Collegiate Registrars and Admissions Officers – a predecessor to our current-day organization). The keynote address was entitled "Where To – By 1984".

The speech opened with several startling predictions for 20 years in the future (1984), as quoted from a speech given at a National Conference on Higher Education from the same era:

1. Fraternities and sororities will be eliminated. They are already on the way out in several universities.
2. Football and other major varsity sports will disappear from athletic programs.
3. Freshmen and sophomores will attend junior colleges, then move up to universities in their junior, senior, and graduate years.
4. The true campus center will become the library.
5. The new technology of teaching will include machines and all communications media, housed in buildings especially designed for that purpose.
6. Regional branches of the Library of Congress will be established throughout the country, generally at university sites.

Interesting predictions, no??? Some have a certain amount of validity, not only for the 1984 target year but for our own day as well. Others are just wildly off-base. It certainly points out the difficulty of predicting future social and cultural norms on the basis of how we live and work today. We can probably look ahead 5 years and be fairly accurate, but looking ahead 20 years, at the rate of change we experience in the modern world, is totally different proposition. Thinking back 20 years to 1993, not many of us could have guessed at that time how much impact the Internet would have on our lives and our work in 2013 . . .

But back to the keynote speech of 1964 . . . Our speaker used the 6 predictions listed above as a point of departure for exploring, in an imaginative and humorous way, how the world of admissions and records might look in 1984. Unlike the George Orwell novel '1984', which explored the ways in which technology had become the master of the human race, our speaker's vision focused on the humorous ways in which technology might evolve to serve us, instead.

Here are some paraphrased highlights from that keynote address:

- ◇ When arriving on registration day at the University of Utopia, our hypothetical new freshman applicant is greeted,

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Looking Back (continued)

not by an actual person, but by the sweet, motherly automated voice of Alma Mater, who has been programmed to guide him through all the necessary processes.

- ◇ Rather than completing a series of forms, our mythical applicant simply provides his 'national birth number' which taps into an array of national databases providing links to family records, school records, standardized test results, and Internal Revenue Service data on family finances.
- ◇ Because the State of Utopia has standardized tracking systems for curriculum at all levels: decisions about admission to the University, recommended major field of study, and course selection are all delivered instantaneously. IRS data provides the basis for instantaneous decisions on financial aid packaging.
- ◇ An admission test is administered; our student is not required to directly submit any test answers. Rather, he wears an electronic device that collects and interprets his brain impulses as he reads and reacts to each test question.
- ◇ Recommended majors for our hypothetical student are proposed, not only on the basis of personal aptitudes and academic history, but also based on national manpower surveys that inform the University of Utopia regarding projected employment demands at the point in time when our student expects to graduate.
- ◇ Once admitted, the student is attired with a steel bracelet which includes a key to his residence hall room. The key will never be lost, because the bracelet has been "welded" to his wrist.
- ◇ Browsing the shelves at the college bookstore is never necessary. Our student simply presents his key, and all the textbooks and supplementary materials that he will need are instantaneously determined and presented to him.
- ◇ All course-offering difficulties at the University of Utopia have been eliminated because course registration needs were predetermined at the point of admission. (When all sections of a course have filled, they can simply stop admitting students into programs that need that course!)

RMACRAO 2013: Creating Connections

We're very excited about the great program that's being offered for this year's annual meeting. We've got topics of interest related to registrar's and admissions offices along with professional development sessions, sessions presented by exhibitors, and a whole lot more! This is an opportunity to find out what technology other institutions are using to provide good service, how they're implementing requirements as a result of new legislation, how they're keeping their

staff motivated, how they're dealing with common issues (or have solved some of these issues), what they're business practices are, and much, much more. A draft copy of the program is available on the RMACRAO web site (www.rmacrao.org).

And if you're attending the annual meeting, please consider also registering for the **Pre-Conference Workshop: Creating a Respectful Working Environment**. This is something that all of us want, but the workshop will help you to understand exactly what this looks like, what it takes to develop and maintain such an environment, and how to put this into place. The presenter, Tom Sebok, is a good friend of ours (and colleague) at University of Colorado Boulder where he has been director of the Ombudsman Office for over 20 years. For more information about the pre-conference workshop, see the draft copy of the program on the RMACRAO web site. Please note there is a \$40 fee for the pre-conference workshop and you can register for this when you register for the annual meeting.

As we've mentioned before, we are fortunate to have several AACRAO representatives attending our annual meeting in Fort Collins. This includes Mike Reilly, Executive Director of AACRAO, who will be presenting our plenary session "**Federal & AACRAO Update**" to share up-to-date information about federal legislation and the newest developments at AACRAO. And our buddy LeRoy Rooker, will be doing two concurrent "**FERPA Update**" sessions (this will be the same session, just repeated). Look for others from AACRAO at the annual meeting and be sure to introduce yourself.

We're also very fortunate to have our opening and closing speakers, both from CSU. Alan Lamborn, Vice Provost for Undergraduate Affairs, will be speaking on "**The Case for Interdivisional Collaboration: A Sudden Transition from Best Practice to Necessity**". And Robin Brown, Vice President for Enrollment and Access, will be speaking on "**You've Got to Bring It!**" and how to make creative connections with people in your work environment. More info about these sessions is available in the draft program on the RMACRAO web site.

I want to take this opportunity to recognize the **program committee** who were instrumental in putting together the program for the annual meeting: Jamie Yarbrough and Chris Seng (Colorado State University), Pepper Jo Six (University of Wyoming), Kim Diawara (University of Colorado Boulder), Sherri Gaugh (San Juan College), and Carolyn Gutierrez (University of New Mexico). We couldn't have done it without them or without all the people who agreed to present. Our presenters will be putting in a lot of time and effort to prepare for their session presentations and I hope you will come and support them by attending the annual meeting.

Again, we've got a great program planned and hope you will join us for a few days in July in beautiful Fort Collins, CO.

Respectfully,

Sally Page
President Elect

2012 Business Meeting Minutes

The minutes from last year's business meeting will need to be approved at the annual meeting. Minutes are posted on the RMACRAO website at this URL: http://www.rmacrao.org/documents/annual_minutes/annual_minutes_2012.pdf

2013 RMACRAO Ballot

The RMACRAO Ballot has already been sent out via email to the main contact at each institution. Only one official ballot should be submitted per institution. Ballots must be received by June 1st and can be faxed or emailed to Kelley Christman 970.351.1870 or pastpresident@rmacrao.org.

President-Elect (vote for one):

Charles Couch (University Registrar, University of Northern Colorado) Charlie received a Bachelor of Business Administration in Accounting from the University of Texas at Tyler in 1993, a Master of Business Administration from LeTourneau University in 1998 and a PhD in Education/Leadership for Higher Education in 2011 from Capella University. He has worked in various capacities for small and medium size private institutions and joined the UNC community in May 2011 to oversee the Office of the Registrar. His 20 year higher education professional experience includes working in finance, records, and institutional research. Professional interests include continuous quality improvement, particularly in the area of process and systems within organizations. Other interests include continuous development of data processes and data architecture as a means to improve decision making and strategy.

Write In Candidate

Treasurer-Elect (vote for one):

Chris Seng (Registrar, Colorado State University) Raised in the fertile farmlands of Eastern Nebraska, Chris left the Big Red state for the mountains of Colorado before the turn of the century. He has lived in Fort Collins and worked at Colorado State University for over 20 years, where he is currently the Registrar. Chris is married and has three children. He is looking for more avenues to connect with colleagues from other institutions by serving the regional association and contributing to the positive initiatives of RMACRAO.

Write In Candidate

Vice President – Wyoming (vote for one) ONLY WYOMING SCHOOLS VOTE:

Kyla Foltz (Director of Admissions Services, Casper College) Kyla began working at Casper College in 2005, and attended her first RMACRAO Annual Meeting in 2007. She became the Director of Admissions in 2011. Kyla was a conference presenter at the 2012 RMACRAO Annual Meeting. She is working on a Masters degree in Organizational Management, and enjoys being involved in professional and work related activities. Casper College is her biggest hobby. Kyla hopes that her role on the board will attract more members from the admissions profession to the organization.

Write In Candidate

Vice President – Colorado (vote for one) ONLY COLORADO SCHOOLS VOTE

Eriks Humeyumtewa (Associate Registrar, Metropolitan State University of Denver) Eriks has worked in higher education for over 15 years and at MSUDenver since 1998. He earned his undergraduate degree at the University of Colorado Denver in 1994 (Spanish Language and Culture). He has served in a variety of capacities and areas in higher education, including Coordinator of the Norwest Public Policy Research Center, Coordinator of Academic Policy Oversight, and Associate Registrar. As Associate Registrar at MSUDenver, his functions include technical initiatives with the student information system (SIS), classroom scheduling, enrollment management, and providing university-wide training. He chairs several cross-functional committees that pertain to the SIS and technology. Eriks is also the current President of the Banner Users of the Mountain States organization. He has presented at various conferences, including

Jamie Yarbrough (Process Analyst, Colorado State University) Jamie was raised in Los Angeles, California but made it to Colorado as soon as she could. She earned her BS in Wildlife Biology from Colorado State University and started working at the Registrar's Office at CSU in 1999. She has worked for both CSU and CU Boulder and is currently back at CSU working with the Systems Team of the Registrar's Office. She has been a member of RMACRAO since 2004 and has attended all of the annual meetings since then. Jamie has been a presenter, mostly on degree audit related topics, or a facilitator at several of the annual meetings. She was a member of the Local Arrangements Committee when CSU hosted the 2007 RMACRAO Annual Meeting in Estes Park. Jamie is currently the Local Arrangements Chair for the 2013 Annual Meeting, and in October 2012 she was asked to step in to complete the remaining term of the previous RMACRAO Vice President for Colorado. Jamie would like to continue in this role as she wants to give back to RMACRAO and help it grow into the best possible communication and support tool between our colleges and universities.

Write In Candidate

Proposed Bylaw Changes

Proposed bylaws changes to be voted on by the membership during the business meeting of the annual RMACRAO meeting in 2013.

- ◇ Sentence addition to Section 2.01 of the bylaws– “Membership will be defined as in Article IV of the Articles of Incorporation of the Association. Any member institution ...”
- ◇ Amend first paragraph of Article IV of the Articles of Incorporation – “The Association shall have three classes of membership primarily from Colorado, New Mexico, and Wyoming. ...”
- ◇ Amend Article IV Section A of the Articles of Incorporation – “Institutional membership shall be available primarily to ~~non-profit~~ higher education institutions located primarily in the States of Colorado, New Mexico and Wyoming that meet the qualifications contained herein. Institutional members must be collegiate-level, degree granting, and accredited by an association approved by the Commission on Recognition of Post Secondary Accreditation (“COPRACORPA”). Each institutional member receives the right to vote as determined by the Bylaws. ...”
- ◇ Amend Article IV Section B of the Articles of Incorporation – “Associate Professional membership shall be open to organizations and entities not eligible for institutional membership, but whose professional duties are related to the purposes of the Association. It is understood that ~~Associate Professional membership does not carry~~ carries neither the right to vote nor the right to serve as an elected officer of the Association. Associate Professional membership is not a statement of accreditation by the Association. Associate Professional membership does not infer or guarantee transferability of credit to any of the members’ institutions, or to other institutions outside the Association. Associate Professional members shall designate individual members from their ~~offices of admissions, registration, records, or other offices~~ organizations interested in the Association’s activities.
- ◇ Amend the fourth paragraph of Section 5.02 (a) of the bylaws – “...No ballots will be accepted over the phone, or accepted after ~~12 mid-~~ night 11:59 p.m. of the deadline date.

Professional Development Scholarships

RMACRAO will award two \$750 scholarships per year to assist the RMACRAO membership and RMACRAO member institutions in its commitment to professional development for registrar and admissions officers. This scholarship cannot be applied to either RMACRAO or AACRAO Annual Meetings, rather it is intended for additional opportunities outside of our organization and parent organization. Individuals who are awarded this scholarship will be expected to either write an article for the RMACRAO Newsletter about their professional development opportunity and make a presentation on this topic at the next RMACRAO Annual Meeting.

If you are chosen to receive this scholarship, you will be expected to provide a photocopy of your expense report to the RMACRAO Treasurer AFTER you have attended the approved professional development opportunity. Upon receipt, the RMACRAO State Vice President will mail you a check (made out to your institution) for the amount of the scholarship.

Examples of some professional development activities include (but are not exclusive to):

- ◇ Annual Summer Institute for International Admissions
- ◇ U.S. Education Delivery Institute
- ◇ Strategic Enrollment Management Conference (SEM)
- ◇ Educause
- ◇ FERPA Workshop
- ◇ AACRAO Technology Conference
- ◇ Registrar 101
- ◇ NACAC

Application Deadlines:

October 1st of each year, to be used in the same October-September RMACRAO fiscal year.

To Apply:

1. Complete a Professional Development Scholarship application
2. Return the application to your RMACRAO State Vice President.
3. You will be notified of the application results by early to mid-October.

[Professional Development Scholarship Application](#)